



Position Description

Position Title:	Residential Support Worker		
Program Name:	Crisis Intervention Services	Position Classification:	6
Reports To:	Program Manager		
Effective Date: January 2020		Review Date:	

Position Summary:

This position resides within an integrated team of individuals that works closely together in a residential setting to provide crisis intervention, coping strategies, illness, medication management and education, connections to community services, and support to individuals affected by mental illness, addictions, trauma and crisis

The Residential Support Worker (R.S.W.) promotes recovery, stabilization and independence by providing comprehensive support to clients registered in the Safe Beds Program. The R.S.W. supports and promotes the following: client safety, assisting with activities of daily living, and encouraging full participation in community activities. The R.S.W. is responsible for all household duties.

Key Responsibilities

1. Residential and Client Supports

- Responsible for all household duties: meal preparation, cooking, cleaning, grocery shopping, laundry, sanitizing bedrooms and washrooms, garbage disposal, etc.
- Purchase and maintain inventory of groceries and household supplies
- Provide coaching and life skills teaching to clients within a residential setting where appropriate
- Assist with household supervision coverage and safety for clients
- Assist with client intake process as needed
- Assist with well-being of clients, i.e. mental health, behavioral, physical, emotional etc.
- Collaborate with the Crisis Intervention Worker team around matter of client support and care
- Assist with providing crisis support as required
- Prompt clients in regards to personal care
- Plan and participate with clients in social, recreational and vocational activities



- Maintain professional conduct, boundaries and ethical standards
- Assist and encourage residents with Assisted Daily Living

2. Documentation

- Update client records such as: Client Record Management System (C.R.M.S.), communication binder, client care plans, discharge plans, Length of Stay reviews, correspondence, release of Information Forms, statistics, Safety Reports, Integrated Assessment Report/Registry (I.A.R.).
- Complete administrative tasks including: time sheets, expense reports, vacation requests etc.

3. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

4. Health and Safety – Worker Responsibilities

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger self or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to the supervisor or employer
- Report health and safety problems to the supervisor or employer
- Notify the supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority



- Work co-operatively with co-workers, supervisor, Joint Health and Safety Committee members and others

5. Other Duties

- Participate in daily shift-change meetings
- Participate in regular team meetings and all-staff meetings
- Participate in various community initiative to coordinate and improve service as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Duties may change from time to time

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

Requirements of the Position:

A. Education and Training

- Successful completion of post-secondary education (diploma or degree) in the social/health science or human service disciplines. Consideration may be given to a relevant combination of education and experience applicable to the role.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for continued employment in this position:

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training (A.S.I.S.T.)
- Non Violent Crisis Intervention (N.C.V.I.)
- Ontario Common Assessment of Need (O.C.A.N.)
- Client Record Management System (C.R.M.S.)
- First Aid/Cardiac Pulmonary Resuscitation (C.P.R.)
- Safe food handling training



- Knife Safety
- Harm Reduction Training
- Privacy Training

Assets with regard to this position:

- Formal education in Motivation Interviewing, Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, Trauma Informed and Concurrent Disorders

B. Related and Relevant Experience

Mandatory experience

- Minimum of one year of experience in the delivery of residential/community supports to clients, especially within the mental health and/or developmental sectors
- Demonstrated ability to work independently without immediate access to a supervisor
- Demonstrated ability to follow complex routines to minimize risk
- Demonstrated ability to teach, guide, coach, lead, explain and demonstrate activities of daily living
- Demonstrated ability to engage clients in social recreational activities
- Demonstrated ability to manage challenging behaviour
- Demonstrated ability to work as part of a multi-disciplinary team

Preferred experience

- Intermediate to advanced minus French proficiency
- Residential care experience including household management and food preparation

C. Competencies

- Refer to C.M.H.A. H.K.P.R. Competency Matrix

D. Other

- Valid driver's license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Work primarily in a residential/group home setting, with occasional support in the community
- Work directly with individuals living in poverty who may live with a with serious mental illness and/or dual diagnosis and/or addictions



- Work directly with individuals living with serious mental illness and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Work directly with individuals experiencing crisis including, emotional, serious mental illness and/or dual diagnosis and/or addictions
- Work directly with individuals living with mental illness, Dual Diagnosis, acquired brain injury, Fetal Alcohol Spectrum Disorder or concurrent disorder, who experience crises, instability and various levels of functioning
- Required to work rotating shifts – days, evenings, weekends, public and statutory holidays
- Transport clients in personal vehicle

Approval/Revised Approval Dates:

I have read and understood the above position description.

Employee Signature

Date